

RECRUITMENT DESIGN CONFERENCE

November 29-30, 2005

Redesigned Recruitment Flow:

Cluster 1

• Step 1: Electronic Request Worksheet (ERW)

Implementation items related to this cluster:

- Completed by hiring official/SME
- Checklist provided to hiring official outlining assignments, responsibilities and deadlines
- Printable and e-mailable
- Leads SME through process
 - Free form text
 - Prompts, auto-pop ups, drop-downs, etc.
 - Input title/name of incumbent, if applicable
- Includes job title and position-specific info (salary range, FLSA status, etc.)
- Questions that will capture what is needed for recruitment
 - Hours/shift, schedule, location
 - Public or state recruitment
 - Time/length of advertisement
 - Min. qualifications, ADA essential tasks *make sure it covers all grant/legal requirements
 - Part-time/full-time
 - Preferences
 - Benefits
 - Underfill?
 - SME contact info
- Non-case sensitive
- Position analysis not required- have option that info flows from current job or position
- Hourly updates to UJM
- User self-service- more ability to fix errors in entry
- Recruiter approves- single level
- Authorization to fill provided by hiring official as per agency policy/practice

Cluster 2

• Step 1: RIF review

Implementation items related to this cluster:

- Require RIFs to self-nominate (may require re-interpretation or recodification)
- Eliminate initial RIF check

- Notification process to applicant to alert them when a desired job is available

• Step 2: Enter requisition

Implementation items related to this step:

- Better search capability. Search by: agency, work title, recruiter, posting time frame, etc.
- Searchable question bank built into system (experienced recruiters may submit questions to continue building)
- Specific instructions (pop-up, etc.) to applicants—more automated
- Reduce posting period (minimum) and be able to maintain posting flexibility (beyond 5 days, if desired)
- Data from ERW (cluster 1) auto-populates requisition/recruitment
- Key data from ERW (cluster 1) creates job announcement
- Add KSAOs from system or type in what is needed
- Flexibility on recruitment time
- Screening questions optional (could be just resume)

• Step 3: Approve requisition/recruitment opens

Implementation items related to this step:

- Ability for recruiter to correct errors
- References collected (if required)
- Expand requisition approval to all HR folks doing data entry
- System updates every hour
- When applicant changes/updates info, recruiter is flagged/notified

Cluster 3

• Step 1: Review applications

Implementation steps related to this step:

- Review applications prior to closing date
- If changes are made after review, enable them to be flagged
- Speed up system's ability to go from 1 resume to another
- Enable split screen between resume, Q&As
- Auto-notification to applicant when application is received
- Ability to double left-click on applicant to bring up application; right-click for other options
- Search capability that enables sorting of applicants by alpha
- Create easier way to print resume and responses
- Option for applicants to either attach resume or copy & paste
- On-line tutorial to assist applicants
- Ability to review applications Q by Q
- View entire application on one screen
- Auto e-mail to non-qualified applicants

• Step 2: Check veterans preference & RIF list

Implementation items related to this step:

- Pop-up reminder on veterans preference
- Change vets preference print method to make it more realistic (review business practices and applicable law)

- Ability for recruiter to make comments on box/field in RIF list
- Ability for RIFs to see/update their own profile
- Step 3: Create hiring list
- Implementation items related to this step:
 - Ability to e-mail hiring list to hiring official
 - Make long hiring list report modifiable
 - Make web page available to hiring official where they can pick & choose what they see on the hiring list
 - Ability to get EEO data from hiring list

Cluster 4

- Step 1: Interview Questions:
- Implementation items related to this step:
 - Submitted with ERW (cluster 1) OR prior to receiving hiring list.
 - Training for hiring officials on interviewing-- strongly recommended and provided by DHRM. This could be an automated tutorial placed on-line
 - Interview Qs required to be submitted/approved by DHRM
 - Bank of “approved” interview questions available on-line as a resource
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- Step 2: Interviews and examinations
- Implementation items related to this step:
 - Hiring matrix for hiring officials to use in scoring (optional resource)
 - Change notification for interview to “reasonable time frame” (instead of 5 days)
 - At minimum: applicant needs to be contacted via phone or e-mail with a limited time frame to respond (end of next business day)
 - Every time applicant logs into system they are reminded to have correct contact info and that notification will be by phone/e-mail
- Step 3: Reference checks
 - Strongly recommended, but not required
 - Tool for reference checks (optional resource available on-line)
 - References print on hiring list- requested at application

Cluster 5

- Step 1: Salary decision
- Step 2: Offer/hire
- Implementation items related to this step:
 - Conditions of employment (hours, etc.) stipulated at time of application (checkbox of general conditions of state employment)
 - Offers & acceptance made by phone, letter or e-mail and an electronic agreement signed by candidate (see next).

- When applicant is offered, they are given a link to ESS. An electronic acceptance of the offer (executed by candidate or recruiter) is completed.
- Data entered in the offer acceptance also initiates provisioning.
- Determine/clarify who is responsible for notification to applicants and offer to hire
- Recommendation, scoring sheet. Matrix, other documentation returned to HR for review before hire (required)
- HR is notified when offer is accepted (electronically?)
- Confirmation letter issued by HR (required)

• Step 3: Letters to applicants not hired

Implementation items related to this step:

- Required notification to all applicants (automated as much as possible)
- Ability to electronically notify all applicants not selected for interview (option)
- Modify job seeker status in application history to identify their status as opposed to requisition status

• Step 4: Close requisition

Implementation items related to this step:

- Maintain comments on hiring list if expanding or deleting recruitment pool
- Pop-up to recruiter prompting to “close requisition”

• Step 5: Position filled

Recruitment Parking Lot Items:

Jeff/DHRM decisions:

- E-RIFs: Limit time on list to 1 year only. Would require changes in code, rules, and business practices. (Jeff/DHRM).
- RIFs: Require RIFs to express interest in a position instead of HR making contact. Does this need AG opinion? Code change? (Jeff/DHRM).
- Rehires: Should we extend hiring privileges to rehires over public applicants? Specifically, what rights? Need to define what rights. Preliminary decision from Project Team: Hold in parking lot, needs further discussion to determine value. (Jeff/DHRM)
- Probationary periods: All career service jobs have a 12 month probationary period except POST certified jobs. (Jeff/DHRM. Need to gather data on law enforcement, # of employees dismissed between 12 and 18 months.)

Implementation Team:

- See implementation items listed under each step of redesigned flow
- Implementation of the large number of technology changes may not be feasible by July 1, 2006. They may need to be implemented in phases.
- Worksheet and checklists could be developed for use before integrated into technology system. Other items might be able to be developed before tech systems too.
- Continuous recruitment (i.e. Correctional Officers, Social Workers, etc.): Is there a more efficient/effective way to do continuous recruitments? (Implementation).
- Transfers: Need rule change for transfers. Definition not in UJM. DHRM Project team decision: No rule change, change processes.
- Vets' Preference: Review law and business practice. Staff not sure how much to move vets up on hiring list. (Implementation).
- RIFs: Need ability to see and change profiles; also need to include history. (Implementation decision: create an electronic profile that can be updated, shows RIF's preferences, etc.)
- Reference checks between state agencies: Some agencies refuse to give info. Prior AG opinion? (Implementation decision: HR owns info on employees. HR is one family and shares reference information. Need to educate managers on this that it is ok to give references.)
- Career mobility: Need business practice that outlines how these positions are filled on a permanent basis. (Implementation)
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